

BOROUGH MARKET

Security Guard – September 2021

Job Description

Job Title **Security Guard**

Purpose of the job To effectively undertake the security function at Borough Market, whilst working in a team to provide the market and the Trust's property with a 24-hour security service.

To contribute to the smooth operation of the Market through assistance to both traders and their customers / visitors to the site, providing exceptional customer service to all.

Reports to **Head of Operations**

Direct Reports N/A

- Key Internal/External Relationships**
- External*
- Leaseholders
 - Stall and Standholders
 - Visitors to the market
 - Local police
 - Southwark Council
- Internal*
- Ops management team
 - All staff
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- Key Responsibilities**
- Patrolling the market and the property owned by the market, providing a 24/7 security service, paying special attention to the more vulnerable locations
 - Ensuring the security of all Borough Market property keys, providing access to traders and contractors as required, logging any key handovers and ensuring keys are always returned
 - Ensuring a proper handover of keys and information at the end of each shift
 - Daily reporting, as part of a team, so the operations management have key oversight of all activity across the Market
 - Taking effective, immediate and appropriate action when incidents arise, ensuring that personal safety is preserved at all times. Reporting all incidents to the Head of Operations or other senior management and local police as appropriate, and ensuring the Market's reporting procedures are always followed
 - Liaising with local police as necessary, with regard to security and sharing of relevant local information
 - Facilitating the access and egress of vehicles to the market for delivery and parking and achieving a safe and effective flow of traffic through the market
 - Upholding any bylaws that govern the running of the market and ensuring that approaching roadways and unauthorized parking are appropriately managed
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- Alerting the cleaning team of any issues that require action to ensure the highest standards of cleanliness are always achieved across the site
 - Taking appropriate action when observing illegal dumping or rubbish, abuse of the Market's facilities, or damage to the Market's property
 - Ensure that all traders adhere to regulations of the market
 - Aid the safe passage of all deliveries to the Market site, assisting the operations team as needed
 - Taking responsibility for lost property found in the Market, logging and storing it appropriately and returning it to rightful owners where possible.
 - Checking with film crews that they have permission to be in the Market, and if they don't have appropriate documentation, directing them to the process they need to follow
 - Liaising with traders to ensure that the security team are aware of any issues arising, collecting details for overnight deliveries, receiving deliveries on behalf of traders and contributing to the smooth running of the Market
 - Reporting of any Market incidents to the Head of Operations in a timely manner
 - Assisting the Operations management team with tasks as needed
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Person Specification

Qualifications

- Possess a valid SIA Door Supervisor licence
- First Aid qualification
- Fire Safety training/competency

Previous experience/sector

- Experience of working as part of a team in security or similar environment

Technical Skills/Knowledge

- Knowledgeable and experienced in general security roles, patrols and types of incidents that may occur
- Knowledge of Health & Safety issues in relation to security matters
- The ability to maintain accurate written records which are structured, clear and concise

Commercial/Business skills

- Basic computer literacy and skills

Managerial/Leadership Skills

- Calm, responsible and authoritative
- Good written and verbal communication skills
- An effective team member with a flexible approach to work and colleagues

Motivation

Commitment to the sustainable vision of Borough Market for quality produce in a safe space, providing an exceptional customer experience

Status of role

Permanent, Full-time role. Shift working required

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.